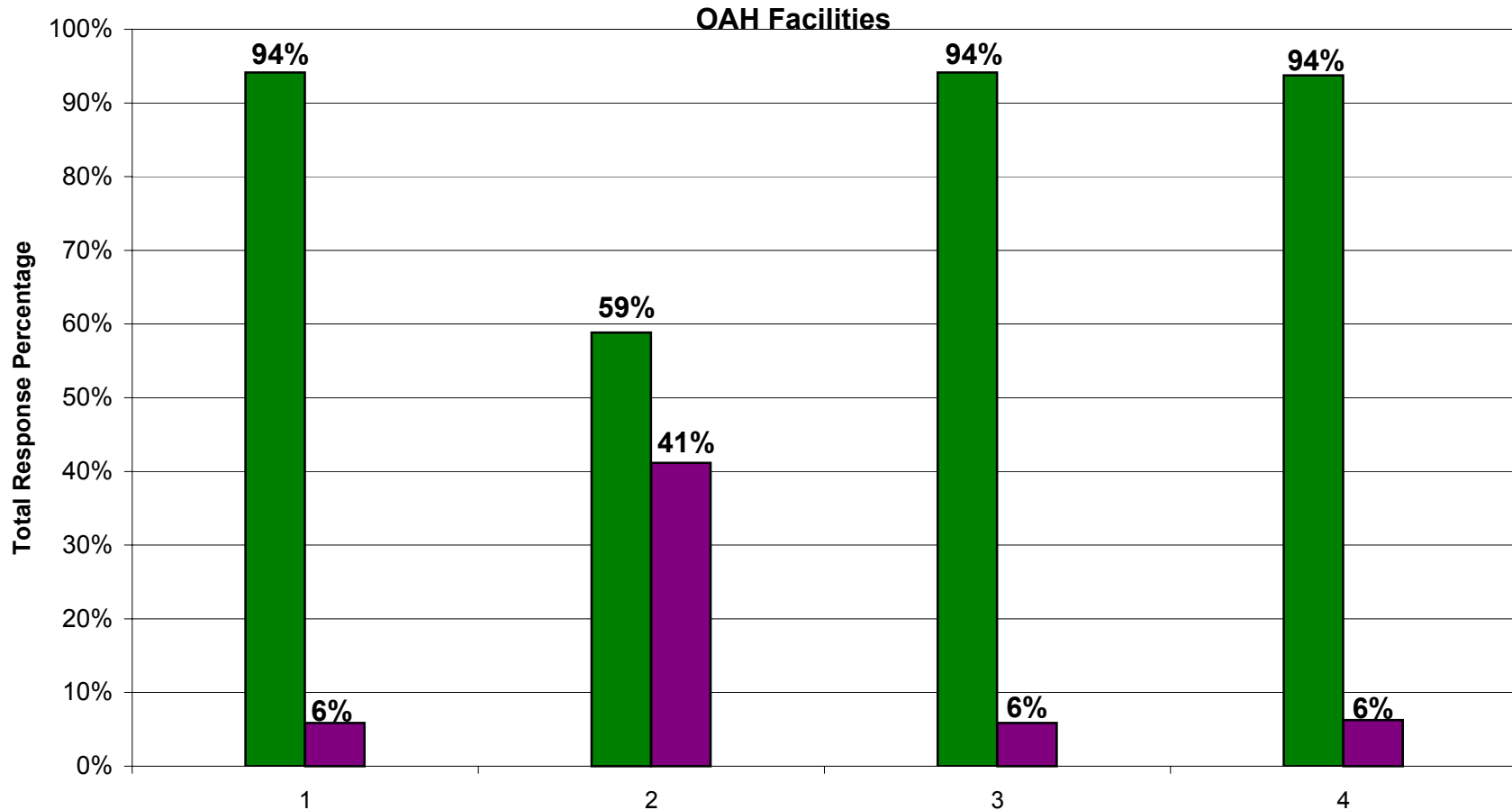


OAH Customer Survey Quarterly Update FYI '04 1st Quarter



Questions

1. Hearing room was free from distractions.
2. Helpful signs in building.
3. Hearing room was clean, comfortable, adequate size.
4. Hearing room had adequate sound quality.

■ Met or Exceeded Expectations
■ Did Not Meet Expectations